



UNITECONFERENCE
CONNECTING PEOPLE CONDUCTING BUSINESS

Billing Portal User Guide

December 2012

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Introduction

Unite Conferencing strives to provide our customers with first-class service that meets their ever-evolving business needs. Our feature rich portal functionality helps increase your operational efficiencies by giving you all of your accounting in one centralized location. With anywhere, anytime access and near real-time control, our billing portal can connect you with a superior service experience.

Unite Conferencing's Billing Portal provides easy online access to your invoices, including billing history dating back to June 2012.

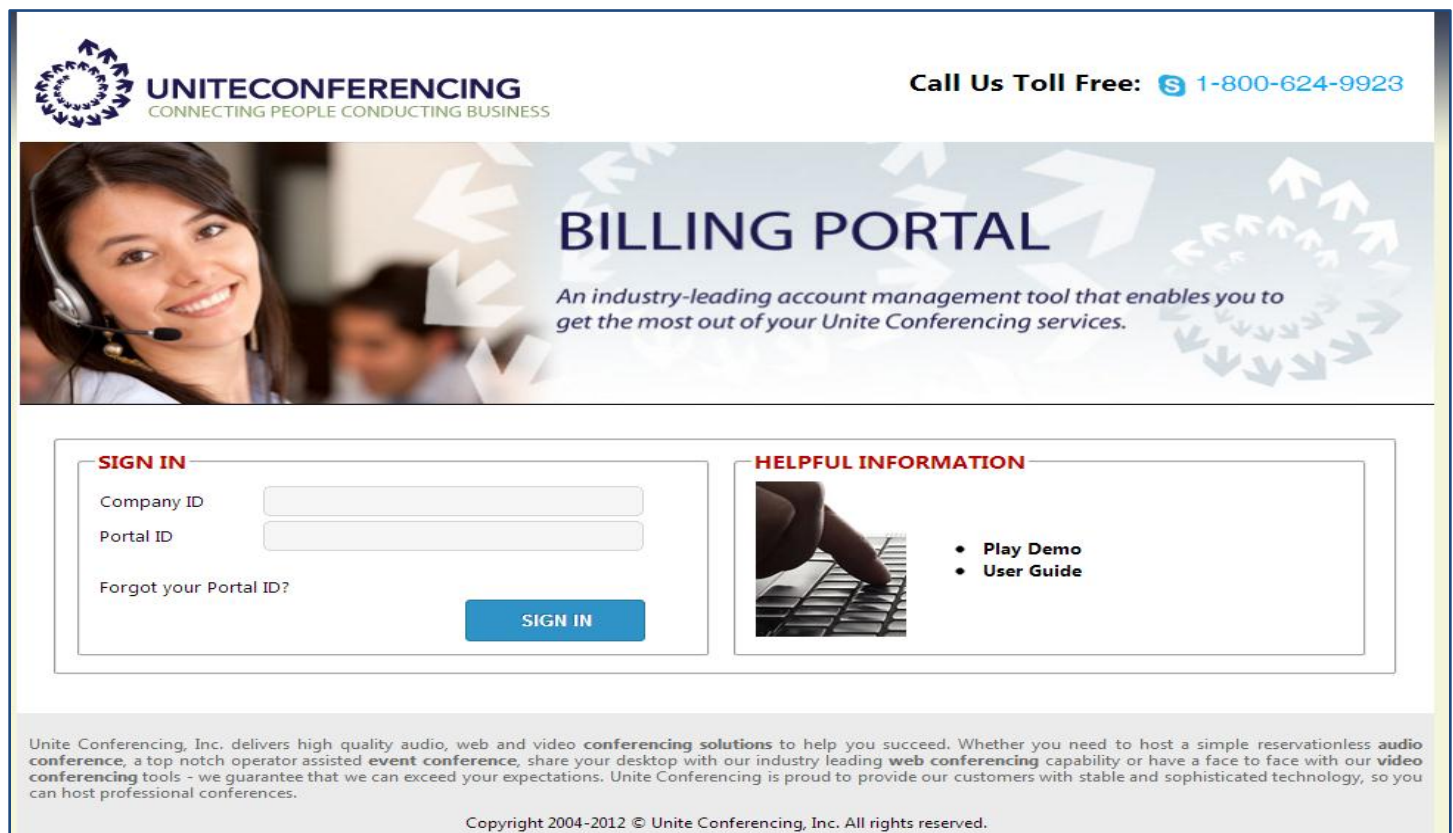
Once an invoice has been dispatched by email, it can be accessed directly via our Billing Portal, thus enabling customers to review their historical invoices. In addition, all invoices can be downloaded from the Billing Portal in PDF and .xls format, billing preferences can be modified and clients will also have the ability to make payments.

Unite Conferencing currently sends email invoices to customers on a monthly basis and will continue to do so, in addition to offering our new Online Billing Portal.

This user guide has been created to assist clients with their navigation through the system.

Log in

In order to log into the Billing Portal, you must sign in by providing your COMPANY ID and PORTAL ID. This information has been sent via email to the primary billing contact (on file at Unite Conferencing). If you did not receive this email, you can retrieve the information by clicking on "Forgot Portal ID?" .



UNITECONFERENCE
CONNECTING PEOPLE CONDUCTING BUSINESS

Call Us Toll Free: 1-800-624-9923

BILLING PORTAL

An industry-leading account management tool that enables you to get the most out of your Unite Conferencing services.

SIGN IN

Company ID

Portal ID

[Forgot your Portal ID?](#)

SIGN IN

HELPFUL INFORMATION

- [Play Demo](#)
- [User Guide](#)

Unite Conferencing, Inc. delivers high quality audio, web and video conferencing solutions to help you succeed. Whether you need to host a simple reservationless audio conference, a top notch operator assisted event conference, share your desktop with our industry leading web conferencing capability or have a face to face with our video conferencing tools - we guarantee that we can exceed your expectations. Unite Conferencing is proud to provide our customers with stable and sophisticated technology, so you can host professional conferences.

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Forgot your Portal Id?

If you have forgotten your Billing Portal Id, you may retrieve it by clicking on the "Forgot Portal ID?" link on the Login page. From there you will be prompted to enter your COMPANY ID (which can be found on the first page of any Unite Conferencing invoice), as well as your email address. Please note that you must be the primary authorized billing contact on file at Unite Conferencing in order to retrieve your Portal ID.

[Login](#) [Forgot Credentials?](#)

RETRIEVE PORTAL ID!

Retrieve your Billing Portal Id by answering the following authentication questions:

Please enter your COMPANY ID:

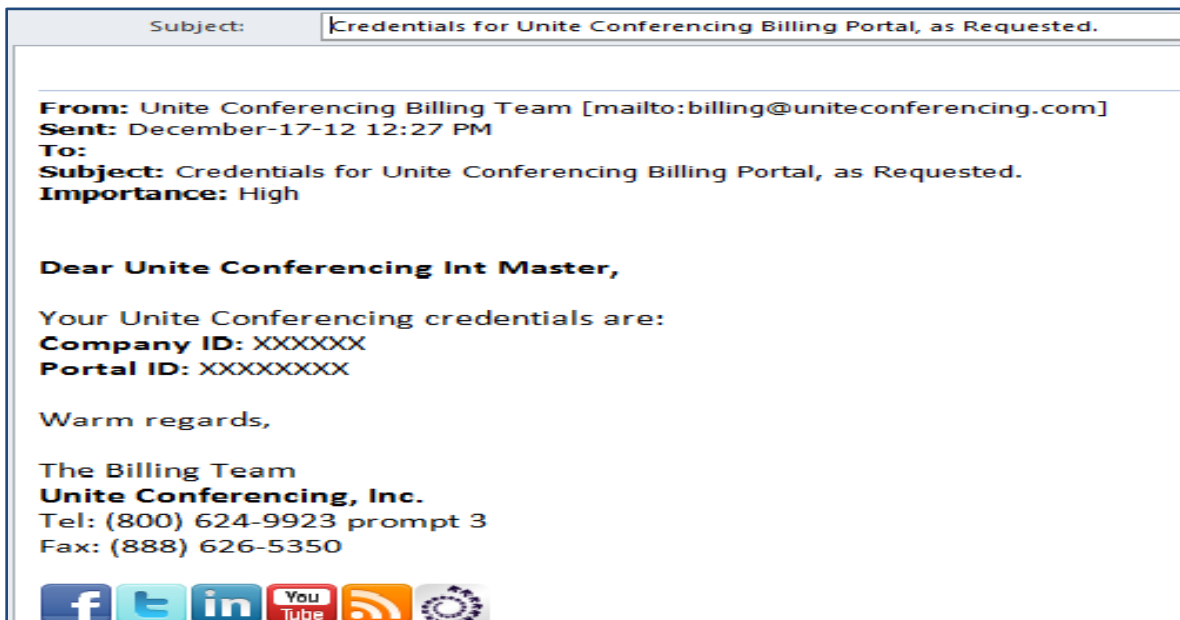
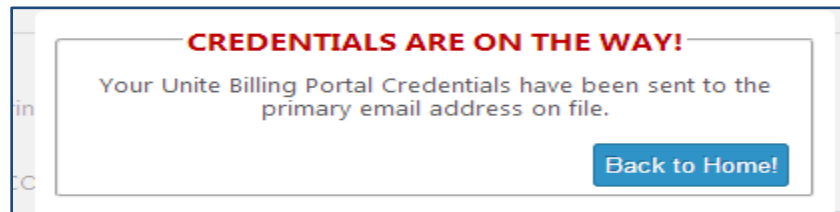
Please enter your Email Address:

(you must be the primary authorized contact on file)

Unite Conferencing, Inc. delivers high quality audio, web and video conferencing solutions to help you succeed. Whether you need to host a simple reservationless audio conference, a top notch operator assisted event conference, share your desktop with our industry leading web conferencing capability or have a face to face with our video conferencing tools - we guarantee that we can exceed your expectations. Unite Conferencing is proud to provide our customers with stable and sophisticated technology, so you can host professional conferences.

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Once you have correctly provided your COMPANY ID and email address, you will be sent an email containing your credentials.



If you do not provide the correct information to retrieve your credentials, you will see the error message below:

RETRIEVE PORTAL ID!

It appears that you may be experiencing trouble retrieving your Billing Portal Id. Please contact us at [1-800-624-9923](tel:1-800-624-9923) prompt 3, to speak with an agent.

Retrieve your Billing Portal Id by answering the following authentication questions:

Please enter your COMPANY ID:

Please enter your Email Address:

(you must be the primary authorized contact on file)

View & Update Account Information

In the View & Update Account Information section, you will have the ability to view the current billing information listed on file at Unite Conferencing.

The following fields cannot be overwritten: Full Name , Company Id, Company Name and Address 1.

You have the ability to edit all other fields.

Home > View & Update Account Information

WELCOME UNITE CONFERENCING INT MASTER!

View & Update Account Information

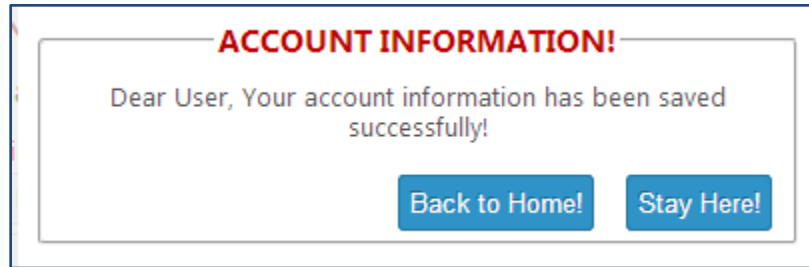
* Denotes mandatory fields!

Full Name	<input type="text" value="Unite Conferencing Int Master - XXXXXX"/>
Company ID	<input type="text" value="XXXXXX"/>
Company Name	<input type="text" value="Unite Conferencing Int Master"/>
Phone	<input type="text" value="8006249923"/> *
Fax	<input type="text"/>
Contact	<input type="text" value="Bob Jones"/>
Email Address	<input type="text" value="bob.jones @uniteconferencing.com"/> *

Billing Information

Address 1	<input type="text" value="Unite Conferencing Int Master"/>
Address 2	<input type="text"/> *
Address 3	<input type="text"/>
City	<input type="text"/> *
State / Province	<input type="text"/> *
Zip / Postal Code	<input type="text"/> *
Country	<input type="text"/> *

If you edit information, press “Update Account Information” button and you will see the following confirmation:



View & Print Invoices

Unite Conferencing now provides you with the ability to view your invoices online. Both PDF and EXCEL versions are available. Simply click on the version you wish to view.

The screenshot shows a navigation bar with "Home" and "View & Print Invoices". Below the navigation bar, there is a red heading "WELCOME UNITE CONFERENCING INT MASTER!". Underneath, it says "View & Print Invoices" and provides a brief description of the service. A table lists two invoices with columns for Invoice No., Date, Total(\$), PDF, and EXCEL. At the bottom, there is a copyright notice for Unite Conferencing, Inc. from 2004-2012.

INVOICE NO.	DATE	TOTAL(\$)	PDF	EXCEL
200236	Friday, 24th August, 2012	154.89		
211718	Wednesday, 12th December, 2012	59.49		

View & Update Payment Method

In the View & Update Payment Method section, you will have the ability to view your current payment method as listed on file at Unite Conferencing.

All accounts are billed in US Dollars and terms are either NET 15 Invoice Billing or Credit Card on file.

Should you wish to change or update your payment method, you have three options:

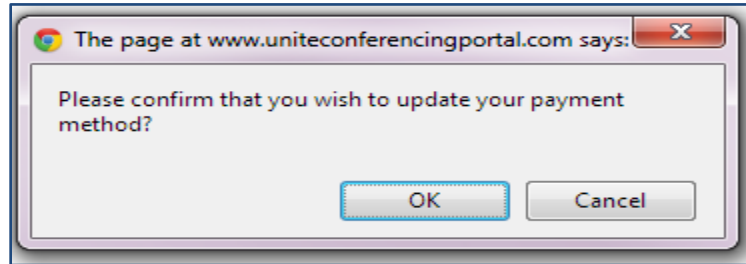
Monthly Credit Card Billing

Choose this option if your current payment is NET 15 and you wish to switch to Monthly Credit Card Billing. You will be prompted to securely enter your credit card information. Nothing will be charged to your Credit Card at this time. You will continue to receive your monthly invoice via email and within 24 hours of receiving your monthly invoice, the credit card on file will be charged.

Monthly Invoice Billing – NET 15 Terms

Choose this option if your current payment is CREDIT CARD and you wish to switch to NET 15 Terms Monthly Invoice Billing. You will continue to receive your monthly invoice via email and you will now be expected to remit payment via cheque.

Before switching payment method, you will be prompted to confirm.



Change your existing Credit Card information on file

Choose this option if your current payment is CREDIT CARD and you wish to update the Credit Card information that Unite Conferencing has on file. This option is helpful if you have replaced your card or it has expired, etc.

Home > View & Update Payment Method

WELCOME UNITE CONFERENCING INT MASTER!

Current Payment Method

Your current preferred payment method is:

Terms:


Currency:

Update Payment Method

Should you wish to change your payment method, please select an option below:

MONTHLY CREDIT CARD BILLING

Take advantage of the simplicity which comes with our automated credit card billing!



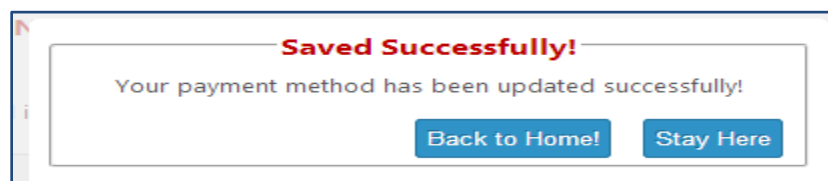
MONTHLY INVOICE BILLING

Net 15 Terms - O.A.C

ALREADY HAVE A CREDIT CARD ON FILE?

To update or change your existing credit card information on file, please [click here](#).

If you have switched payment method, you will see this confirmation:



General Billing Information to Note

- All calls are rounded to the next minute on a per participant basis and rounded to the nearest whole cent.
- All invoices are payable in USD\$.
- Both Invoice and Credit Card Customers are charged at the end of the billing cycle (1st of the month until last day of the month) for all charges incurred.
- Unite Conferencing, Inc. reserves the right to impose a late payment charge of 1.5% per month (18% per annum) calculated from past due date.
- Unite Conferencing, Inc. reserves the right to impose a declined Credit Card charge of \$25.00, should payment not be processed by your financial institution (this includes expired cards, non-sufficient funds, etc.).
- Unite Conferencing, Inc. reserves the right to impose a charge of \$42.50 for all NSF cheques returned to us for non-sufficient funds.

View Current Rates

In the Current Rates section, you will have the ability to view the rates associated with your account at Unite Conferencing.

Unite Conferencing only charges for services rendered, therefore if a service is not being used, you will not be charged.

All rates are listed, regardless if the service is used or not.

Home View Current Rate Sheet

WELCOME UNITE CONFERENCING INT MASTER!

View Current Rates

Please click on the rate button below to view a complete list of all rates and services associated with your account.

VIEW CUSTOM RATE SHEET!

Should you wish to receive a copy of your rates by email, please enter your email address below and press submit. A download link will be sent to you where you can find your customize rate sheet.

Email Address

SUBMIT!

You can view your rates simply by clicking on the “View Custom Rate Sheet” button. This will bring up a PDF version of your rate sheet in a new Internet browser window.

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CUSTOM RATE SHEET FOR: Unite Conferencing Int Master - 408
Date : 30/11/2012

Easy-Access Reservationless Service

Conference on-demand with reliable Unite Conferencing Easy-Access® Reservationless service. Maintain permanent (North America) and toll (International) access for critical meetings. Enhance the productivity of worldwide collaboration time of day or night.

Our Reservationless audio conferencing provides toll-free access to our conference bridge 24/7 without the need to your conference in advance. Each chairperson is assigned a toll-free number and access code so that they may so conference at any time.

* Please note: Rates are listed as per minute/ per participant

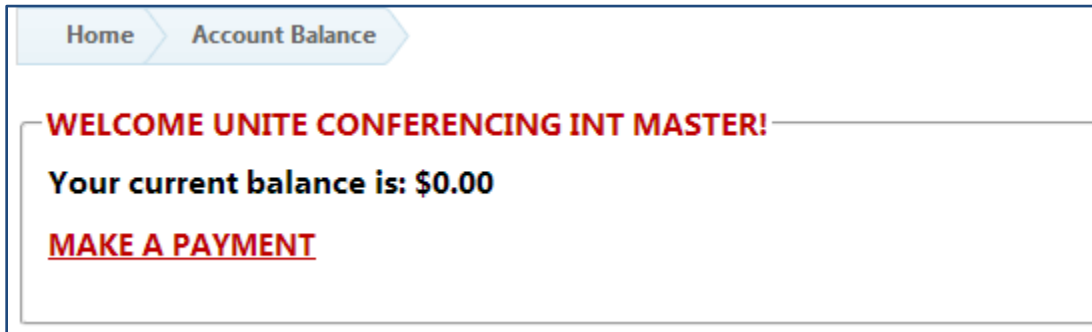
- Toll Free USA - \$ 0.099*
- Toll Free Canada - \$ 0.049*

Should you wish to receive a copy of your rates by email, please enter your email address and press submit. A download link will be sent to you where you can find your customize rate sheet.

View Account Balance

In the View Account Balance section, you will have the ability to view the current balance for your account at Unite Conferencing.

From this page, you also have the ability to make a one-time payment via credit card.



Home Account Balance

WELCOME UNITE CONFERENCING INT MASTER!

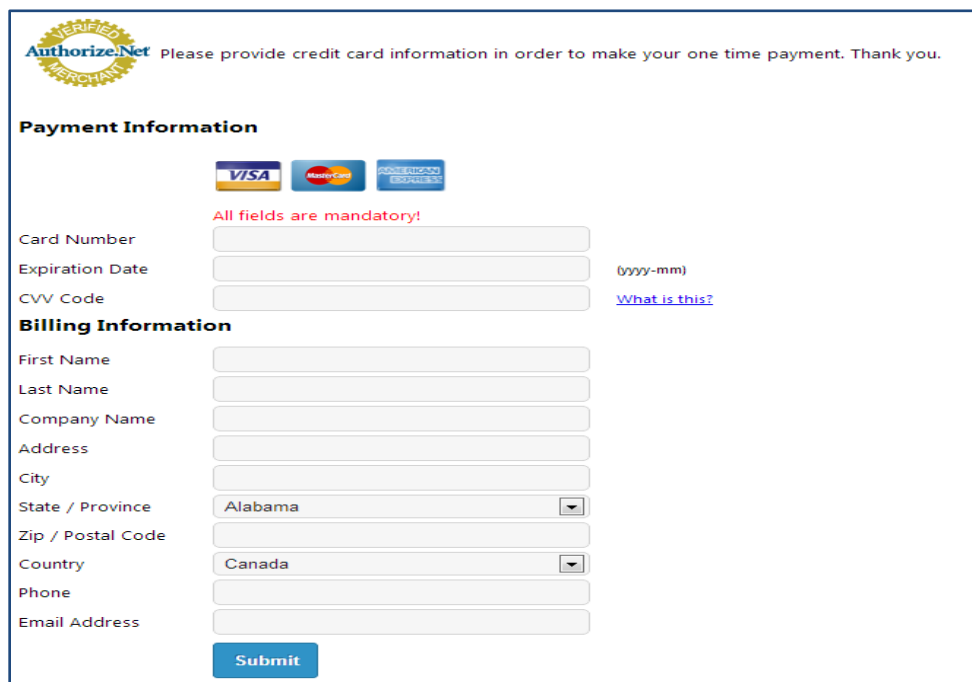
Your current balance is: \$0.00


[MAKE A PAYMENT](#)

Make a One-Time Payment




In the Make a One-Time Payment section, you will have the ability to make a one-time payment towards your account at Unite Conferencing, regardless of your regular payment method (NET 15 INVOICING or CREDIT CARD).

If your regular method of payment is NET 15 INVOICING, you will be prompted to enter complete credit card information before you can make a one-time payment.



 Please provide credit card information in order to make your one time payment. Thank you.

Payment Information

All fields are mandatory!

Card Number

Expiration Date (yyyy-mm)

CVV Code [What is this?](#)

Billing Information

First Name

Last Name

Company Name

Address

City

State / Province

Zip / Postal Code

Country


Phone

Email Address

If your regular method of payment is MONTHLY CREDIT CARD BILLING, your current information will be displayed and you can enter the amount you wish to pay towards your account and press Submit.

[Home](#) > [Make a Payment](#)

WELCOME UNITE CONFERENCING INT MASTER!

 Take advantage of the Authorize.Net profile to make payments.

Payment Profile Information

Payment Profile ID

Card Number

Expiration Date

Transaction Information

Amount

Update Billing Preferences

In the Update Billing Preferences section, you will have the ability to change how your invoice is sorted or add/remove Billing Codes to your account.

[Home](#) > [Billing Preferences](#)

Billing Preferences

Unite Conferencing is pleased to offer our clients the ability to customize their invoices. New Features when available will be added to your Preferences.

INVOICE SORTING

CURRENT STATUS:

By default, all invoices are sorted by DATE.
If you would like your invoice to be produced with sort by CHAIRPERSON NAME, please [Click Here](#).

BILLING CODES(ACCOUNT CODES)

By default, Chairpersons are not prompted to enter any sort of tracking code when they begin a call.
If you wish for your Chairpersons to be prompted to enter a numeric code (up to 20 digits) to a conference, so that charges can be billed back to specific cost centers (for internal cost allocation or client billing), please [Click Here](#).